



CASE STUDY

InteraX Ensures Smooth Operations in Hull and East Yorkshire NHS Trust (HEY)

“Our new system not only improves efficiency, but also provides better communications, with less voice traffic” We have been extremely impressed by the solution, and how this has been integrated into our existing systems. There were some initial concerns shown by some porters, about whether they would be able to understand and use the system. If you can send texts on your mobile phone, you’ll be able to use these radios.”

MARK EDWARDS, PORTERING AND POSTAL MANAGER (HEY)

- Swifter task allocation leading to greater productivity.
- Less voice communication requirement, freeing co-ordinator time, improving patient experience and confidentiality.
- Full job information to reference, reducing unclarity.
- Full accurate reporting on start/finish task timing.

THE CUSTOMER

For software specialists **GlobalView Systems**, who design and develop two-way radio software, improving safety and efficiency is everything.

The HEY portering service is run between two sites approximately five miles apart and are operational day and night, all year round, with more than 70 porters, 8,000 staff and over 700 beds. Smooth operations across the trust are essential to ensure the portering service can cater for the maximum number of patients and the increasing daily demands of a modern hospital. Every year approximately one million patients pass through the doors.

Efficient movement of patients and equipment means more productivity, better use of staff, and a better patient experience. Plus, efficient use of vital expensive resources such as CT’s, MRI’s or operating rooms; any efficiency improvements can have much wider reaching benefits.



“When we started looking at the new radio system I knew that we needed a communication system to make life easier and safer. This significantly improved coverage, with a quieter less busy system. The new digital system opened up the opportunity to automate the job tasking element, now tasks can be allocated swiftly and efficiently. The GlobalView team are incredibly knowledgeable and were able to design a solution that helped us overcome our challenges. Increased effectiveness of the portering system, resulting in improved allocation of porter tasks, enhanced patient experience and robust clear communications.”

DAVID MAY, PORTERING
MANAGER, HEY NHS

THE CHALLENGE

Across the HEY trust, there are hundreds of daily interactions between staff and the porting system is at the heart. Communication must be efficient, both quick and clear, particularly if there is an issue that could potentially cause delays in patient or equipment transportation or if patient well-being is compromised.

Task allocation and movement of patient or equipment are monitored and organised through the specialist [BacktraqFM](#) management software. With so many jobs this leads to a large amount of voice traffic, affecting the patient experience with increased potential for human error. Any delays or confusion could result in patients waiting longer periods of time and consequently delaying medical or diagnostic procedures.

The automation of portering tasks and integration of the two-way radios with the existing [MiCad BacktraqFM software](#); the result, increased efficiency a higher number of tasks can be completed and removing any unclarity with full task information.

THE SOLUTION

When setting-up the upgraded portering system, David May Portering Services Manager (HEY) decided to future proof their communication system. Local radio dealer, [Radphone](#) introduced him to the [Hytera](#) two-way radio solution he had been looking for. They invested in a [Hytera IP Connect solution](#), with PD665 portable handsets delivering clear communications and reliable coverage across both sites.

With the communications solution agreed, the challenge was the automation of portering tasks, providing direct integration of the digital radios, linking to the existing portering task management solution. Experts in two-way radio software GlobalView Systems had the answer, working closely with Micad, to integrate utilising their [InteraX](#) software.

Utilising the ‘work orders’ functionality of the Hytera handsets and [InteraX](#), full task detail can be sent directly to the porter’s handset, removing any unclarity requirements, job priority and confirmation of time. Multiple tasks can also be allocated directly, with job progression monitored and updates automatically relayed to the BacktraqFM software.

With task automation, updates are performed more rapidly; delays caused by manual voice updates are reduced, saving time and resulting in swifter allocation of tasks. Taking some of the pressure off the switch board team, with a marked reduction in voice dispatch requirement. The job ticketing system, has also been essential to improving patient privacy, potentially sensitive information is now not heard. The result, a quieter more efficient way of working, improved privacy and data protection.

Task acceptance, start and finish times are provided, helping track, establish and evaluate response metrics and performance targets. With full task reporting for personal and departmental appraisals.